

CONTACT

of Burlington County

24-Hour Crisis Helplines
Since 1972



P.O. Box 333 • Moorestown, NJ 08057

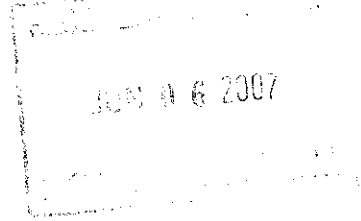
DOCKET NO.

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May 31, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, S.E.
Washington, D.C. 20554



Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92-105

CONTACT of Burlington County is an officially designated 2-1-1 Call Center in the State of New Jersey serving the population of Burlington County. We hereby submit our Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. CONTACT of Burlington County is limiting its comments to the status of the 2-1-1 service in New Jersey.

CONTACT of Burlington County has provided information and assistance services for twenty-five years. Our mission is to provide 24-hour telephone helpline service staffed by trained individuals to assist callers in the areas that we serve; to develop and expand programs within the scope of our service based on emerging human needs in our community; to cooperate and collaborate with other organizations and professionals engaged in meeting human needs in the community; to maintain the highest quality of service.

When the United Ways of New Jersey doing business as the NJ 2-1-1 Partnership developed its model for system implementation, they looked to build on decades of information and referral experience represented by the currently operating I&R programs. Today we are one of nine strategically located 2-1-1 Call Centers tied together statewide by a Virtual Private Network, established through the Internet utilizing broadband connections and a host server that supports a state-of-the-art data base. The New Jersey Department of Human Services acts as the "10th Call Center" having, synchronized their department programs and services with the 2-1-1 statewide data base to make state government programs and services easier to access.

On February 11, 2005, 2-1-1 was launched statewide via cell phone and landline. In February 2006, www.nj211.org went live online. Features include a searchable data base and Instant Messaging (chat) with a 2-1-1 Call Specialist. Since its launch, the statewide system has

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Accredited by CONTACT USA Affiliated with Lifeline International
Member of American Association of Suicidology (AAS), National Alliance of Information & Referral Systems (AIRS),
National Organization for Victim Assistance (NOVA)



United Way

responded to over 350,000 calls for assistance and handled 2 million hits to its website. The most frequent searches are for housing and financial assistance. Our state-of-the-art data base includes 25,000 records, making it the most comprehensive and up-to-date resource currently available.

In New Jersey, 2-1-1 has succeeded in transforming the way residents of our community get the information they need – when they need it. Whether it is an everyday concern or community-wide crisis, 2-1-1 is making help happen. At the state level, 2-1-1 is working with the Office of Homeland Security and Preparedness to promote public awareness and strengthen emergency response in times of crisis. Preparedness and weather emergency information is available 24/7 at the nj211.org web site or by calling 2-1-1 with real time updates during emergency conditions. The Departments of Human Services, Health and Senior Services, Children and Families, and the Office of Information Technology are also key stakeholders.

In our community we have worked closely with community and business partners including the Burlington County Freeholders, the Burlington County Office of Human Services, United Way of Burlington County, the American Red Cross and numerous others, devoting significant time and resources to implementing and operating the 2-1-1 service to ease access for people in need of information about health and human services, government assistance and local community resources.

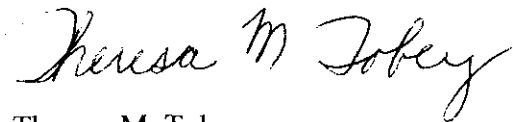
The result is that calls to 2-1-1 act as a window to the emergent needs of those who live and work in our community:

In 2006, we received almost 25,000 calls for help. More than 50% of the callers required referral resources, resources contained in our comprehensive database. The majority of our overall calls (95%) fall into the classifications of mental and physical health, basic necessities and family issues.

We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use it's authority to facilitate more widespread use of the service.

Sincerely,

CONTACT of Burlington County

A handwritten signature in black ink, reading "Theresa M. Tobey". The signature is fluid and cursive, with the first name "Theresa" being the most prominent part.

Theresa M. Tobey
Executive Director
856-234-5484 x201
ttobey@contactburlco.org



Ashtabula County Community Action Agency

Community Services Division

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(440) 997-5957 • Fax (440) 997-6162

Toll Free (Ashtabula County Only) (800) 874-8545

Carmen Kuula
Director

Richard J. Pepperney
Executive Director

Kelly Anthony
Board Chairperson

DOCKET NO. COPY ORIGINAL

May 31, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

Ashtabula County Community Action Agency / 2-1-1 ACQUIRE of Ashtabula County hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. 2-1-1 ACQUIRE of Ashtabula County is limiting its comments to the status of 2-1-1 service in the state of Ohio.

2-1-1 ACQUIRE employs several people and since July 21, 2003 has provided 2-1-1 service to Ashtabula County, Ohio reaching a population of 101,082. The database of service providers used for making referrals has listings for 228 service providers and 612 services. In 2006 our 2-1-1 call center received more than 17,000 calls and the trends this year show that call volume is consistently increasing.

The most common reasons customers give for calling 2-1-1 ACQUIRE are basic needs such as food, utility, housing, prescription /medical care, and transportation assistance. When the Medicare part D program became available, 2-1-1 ACQUIRE rose up and took on the challenge of educating our community seniors about it. We have also undertaken special efforts to educate the public about identity theft as well as finding the ways we can best serve our community in times of disaster recovery.

2-1-1 ACQUIRE has worked closely with community partners, including the United Way of Ashtabula County, the Ashtabula County Online Consortium and Help Hotline of Youngstown, Ohio. We have devoted significant time and resources to implementing and operating the 2-1-1 service to connect people in need with community, social, health and human service programs and resources. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,

David A. Jordan

Ashtabula County Community Action Agency / 2-1-1 ACQUIRE

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OF THE BRAZOS VALLEY
June 1, 2007

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JUN 6 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

United Way of the Brazos Valley is pleased to submit its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way of the Brazos Valley is limiting its comments to the status of 2-1-1 service in Texas.

United Way's 2-1-1 employs 10 staff and since November 2002, has provided 2-1-1 service to the Brazos Valley Region of Texas, consisting of Brazos, Burleson, Grimes, Leon, Madison, Robertson and Washington Counties, reaching a population of 275,000. Our database of service providers used for making referrals has listings for over 2,600 agencies and programs. In 2006 our 2-1-1 call center received 21,230 calls for information and referral assistance related to community resources. Since our inaugural launch in 2002, United Way's 2-1-1 has received 53,327 calls.

The needs of these calls range from health care needs, to assistance for rent, food, housing options and even information for volunteer opportunities. In 2005, during the back-to-back hurricanes of Katrina and Rita, we assisted over 10,000 people in finding emergency shelter locations, food, gift cards for fuel and donated items to meet their basic needs, as well as long-term housing for those who remained in our community. Additionally, all calls received by our nationally accredited center are tracked by zip code, allowing us to provide valuable statistics to our cities, counties and the State of Texas regarding caller needs, unmet needs or duplicated services. We are a component of the State of Texas' Emergency Preparedness Plan, as well as Governor Rick Perry's Homeland Security Plan.

United Way of the Brazos Valley has worked closely with community partners, including our County and City Governments, school districts, 9-1-1 centers, health care facilities and numerous other non-profit agencies. We have devoted significant time and resources to implementing and operating the 2-1-1 service for our region, which is tied to the statewide Texas 2-1-1 system, to ease access for people in need to information about health and human services. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service. No. of Copies rec'd. 0
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979-696-GIVE PHONE
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www.uwbv.org

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College Station, Texas 77840

Post Office Box 10883
College Station, Texas 77842

Federal Communications Commission

June 1, 2007

In a relatively short time frame, 2-1-1 has grown from a few communities having access to 2-1-1, to more than sixty-five percent of the American population currently having access. 2-1-1 is now available in forty-one states in the U.S., with nineteen states have complete statewide coverage. More than 196 million citizens no longer have to wonder 'whom to call' or 'where to call' for resources.

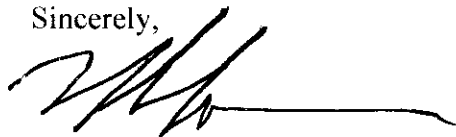
Please feel free to contact me or Kay Parker, Vice President Community Impact if you have any questions.

Hank Roraback	(979) 696-4483, x 101	hroraback@uwbv.org
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Kay Parker	(979) 696-4483, x 103	kparker@uwbv.org
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We look forward to your continued support.

Sincerely,

A handwritten signature in black ink, appearing to be 'Hank Roraback', with a long horizontal line extending to the right.

Hank Roraback, President/CEO